Solving Technical Problems - Quick Guide

Students perform at optimal levels when a good testing environment is presented. Currently, ACT Compass, ACT QualityCore and KYOTE are given online and technical issue may arise. To ensure the best possible results, everyone involved in online testing should know what role and information they need to collect when technical issues arise.

If an outage or other interruption occurs during an online test administration, follow these few steps to achieve a resolution as quickly as possible.

1. **Gather Information**
   When users experience an outage during online administration, they should gather information that will assist in a resolution. Users reporting issues should be prepared to provide the following information:

   1. What is the issue? (Gather issue details.)
   2. What is the duration of the issue? (When did the issue began, how long did the issue persist and is the issue continuing.)
   3. How many students are impacted? (Specify the number of students involved and if those students are waiting for a resolution.)
   4. Who should be contacted to help resolve the issue? (Give the contact information, such as name and phone number of the school/district technology support. This person should be onsite to assist.)

2. **Contact Service Provider**
   As soon as the information is gathered, immediately contact the service provider to determine if testing can continue or should be delayed to another day.

> *Emergency Contact List*
> ACT Compass Customer Services: (800) 645-1992
> ACT QualityCore Customer Services: (866) 764-7228
> KYOTE: (859) 572-5332

3. **Contact the Kentucky Department of Education**
   While the issue is being reported to the service provider, users should follow up with KDE's technical support to determine if there are Kentucky network issues effecting testing.
   A: KETS Help Desk: (502) 564-2002

Student Instructions

If students' testing session is interrupted during administration due to a technical issue, have student(s) remain in the testing center (computer lab) while the cause of the outage is determined. If it becomes clear that the resolution to the issue will take a

substantial amount of time (over 15 minutes), students and staff are encouraged to return to the classroom.

Notes:
1) If the issue is with ACT QualityCore, contact ACT customer services to discuss scheduling additional time to resume/complete testing.
2) If the issue is with ACT Compass, the Test Center Coordinator should check the student test results in the system and complete a Compass Test Irregularity spreadsheet, if applicable.

Emergency Breaks/ Fire Drills

Student and staff safety is always the most important factor to consider in these scenarios. In the case of an emergency fire drill, the student may pause a test session. See individual test administration manuals for details.

For ACT QualityCore CBT:
Test administrators should note the time the drill begins in order to track the amount of time that was lost, if students are unable to pause their exam. When it is safe to return to the test location, the Room Supervisor will need to enter the Test Control Code to close the test and return the student to the Online Test Center page. When the student is ready to resume the exam, he or she can launch and continue the test in progress from the Online Test Center.

For ACT Compass CBT:
Compass is an untimed test. The proctor should resume the test session for the student(s) and choose to continue the test.